

## Enterprise Incident Report Dec 2010

As of 1/3/2011

### Board of Pardons and Parole

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	5	5
	4	4
Customer Company Total	5 4	5 4

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	Low	MIR Total
Board of Pardons and Parole	5 0	5 0
Customer Company Total	5 0	5 0

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Board of Pardons and Parole	5 0.02	5 0.02
Customer Company Total	5 0.02	5 0.02

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Board of Pardons and Parole	5	5
	0	0
Customer Company Total	5	5
	0	0

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	5 0.07	5 0.07
Customer Company Total	5 0.07	5 0.07

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## Board of Pardons and Parole

## Detail

<b>INC000000228322</b>	Camie Escobar	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
Security	Garry Gregson	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000231778</b>	Dave Franchina	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Chuck Wilson	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.00	
<b>INC000000233471</b>	Julie K Brown	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.10
Voice Operations	Annette Nielsen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.17	
<b>INC000000234363</b>	Curtis Garner	None	None	Offender Tracking		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR: 0.18	
<b>INC000000239261</b>	Kym Chaplin	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR: 0.00	